

**CONTINUING  
(1.53(b)) UTILITY  
PATENT APPLICATION  
TRANSMITTAL**

(Only for continuing applications under 37 CFR 1.53(b))

Attorney Docket No.  
1330.1024D

First Named Inventor:  
Mike HANAGAN

Title: MODULAR, CONVERGENT CUSTOMER CARE AND  
BILLING SYSTEM

Express Mail Label No.

**APPLICATION  
ELEMENTS**

See MPEP chapter 600  
concerning utility  
patent application contents.

ADDRESS TO:  
**Commissioner for Patents**  
**Box Patent Application**  
**PO Box 1450**  
**Alexandria, VA 22313-1450**

1.  Fee Transmittal Form
2.  Specification, Claims & Abstract..... [Total Pages: 94]
3.  Drawing(s) (35 USC 113)..... [ Total Sheets: 28 ] [FIGS. 1-29 ]
4.  Oath or Declaration..... [ Total Pages: 4 ]
  - a.  Newly executed (original or copy)
  - b.  Copy from a prior application (37 CFR 1.63(d))
5.  This application is filed by fewer than all the inventors named in the prior nonprovisional application.
  - a.  **DELETE** the following inventor(s) named in the prior nonprovisional application:
  - b.  The inventor(s) to be deleted are set forth on a separate sheet attached hereto.
6.  Verified Statement Claiming Small Entity Status
7.  Incorporation by Reference (usable if Box 4b is checked)
 

The entire disclosure of the prior application (identified in Item 21), from which a copy of the oath or declaration is supplied under Box 4b, is considered as being part of the disclosure of the accompanying application and is hereby incorporated by reference therein.
8.  Applicant claims foreign priority benefit to:
9.  Application Data Sheet. See 37 C.F.R. 1.76
10.  CD-Rom or CD-R in duplicate, large table or Computer Program (Appendix)
11.  Nucleotide and/or Amino Acid Sequence Submission (*if applicable, all necessary*)
  - a.  Computer Readable Form (CRF)
  - b.  Specification Sequence Listing on:
    - i.  CD-ROM or CD-R (2 copies); or
    - ii.  paper
  - c.  Statement verifying identity of above copies
12.  Assignment to American Management Systems, Inc. of Fairfax, Virginia at Reel 010116, Frame 0812
  for publication of assignee information under 37 CFR 1.215(b)

03916 U.S.PTO  
10/667335  
092303



**ACCOMPANYING APPLICATION PARTS**

13.  37 CFR 3.73(b) Statement (*when there is an assignee*)  Power of Attorney
14.  English Translation Document (*if applicable*)
15.  Foreign priority benefit under 35 U.S.C. §119 is claimed.
  - a.  Certified Copy of Priority Document(s) filed in prior application No..
  - b.  Certified Copy of Priority Document(s) enclosed.
  - c.  Certified Copy of Priority Document(s) to follow.
16.  Information Disclosure Statement (IDS)/PTO-1449  Copies of IDS Citations
17.  Preliminary Amendment
  - a.  enclosed herewith.
  - b.  incorporated herein (*see Box 21*).
18.  Return Receipt Postcard (MPEP 503) (*Should be specifically itemized*)
19.  Request and Certification for Nonpublication under 35 U.S.C. 122(b)(2)(B)(i). Applicant must attach form PTO/SB/35 or its equivalent
20.  Other:

**21. CONTINUING APPLICATION**, check appropriate box and supply the requisite information below:

Continuation  Divisional  Continuation-in-part (CIP) of prior application No: 09/353,629.

Prior application information: Examiner: Akiba K. Robinson Boyce  
Group/Art Unit: 3623

**Preliminary Amendment:**

- Canceling this application original claims of the prior application before calculating the filing fee. (At least one original independent claim must be retained for filing purposes.)
- Amend the specification by inserting before the first line the sentence:--This application is a Divisional of application number 09/353,629, filed July 15, 1999.--

**22. NEW CORRESPONDENCE ADDRESS CUSTOMER NO. 21,171**

21171

PATENT TRADEMARK OFFICE

**23. SIGNATURE OF ATTORNEY OR AGENT**

NAME	J. Randall Beckers	REGISTRATION NO.	30,358
SIGNATURE		DATE	August 22, 2003 September 25, 2003



09/23/03

S&amp;H Form (2/02)

NEW APPLICATION FEE TRANSMITTAL		Attorney Docket No.	1330.1024D		
		Application Number	Unassigned		
		Filing Date	August 22, 2003		
AMOUNT ENCLOSED	\$ 750.00	First Named Inventor	Mike HANAGAN		
<b>FEE CALCULATION</b> (fees effective 10/01/01)					
CLAIMS	(1) FOR	(2) NUMBER FILED	(3) NUMBER EXTRA	(4) RATE	(5) CALCULATIONS
	TOTAL CLAIMS	4 - 20 =	0	X \$ 18.00 =	\$ 0.00
	INDEPENDENT CLAIMS	3 - 3 =	0	X \$ 84.00 =	0.00
	MULTIPLE DEPENDENT CLAIMS (any number; if applicable)			+ \$280.00 =	
				BASIC FILING FEE	750.00
				Total of above Calculations =	\$ 750.00
				Surcharge for late filing fee, Oath or Declaration (37 CFR 1.53(f)) (\$130.00)	
				Reduction by 50% for filing by small entity (37 CFR 1.27).	
				TOTAL FILING FEE =	\$ 750.00
				Surcharge for filing non-English language application (\$130.00; 37 CFR 1.52(d))	
				Recordation of Assignment (\$40.00; 37 CFR 1.21(h))	
				TOTAL FEES DUE =	\$ 750.00
<b>METHOD OF PAYMENT</b>					
<input checked="" type="checkbox"/> Check enclosed as payment. <input type="checkbox"/> Charge "TOTAL FEES DUE" to the Deposit Account No. below. <input type="checkbox"/> No payment is enclosed and no charges to the Deposit Account are authorized at this time (unless specifically required to obtain a filing date).					
<b>GENERAL AUTHORIZATION</b>					
<input checked="" type="checkbox"/> If the above-noted "AMOUNT ENCLOSED" is not correct, the Commissioner is hereby authorized to credit any overpayment or charge any additional fees necessary to:					
Deposit Account No.		19-3935			
Deposit Account Name		STAAS & HALSEY LLP			
<input checked="" type="checkbox"/> The Commissioner is also authorized to credit any overpayments or charge any additional fees required under 37 CFR 1.16 (filing fees) or 37 CFR 1.17 (processing fees) during the prosecution of this application, including any related application(s) claiming benefit hereof pursuant to 35 USC 120 (e.g., continuations/divisionals/CIPs under 37 CFR 1.53(b) and/or continuations/divisionals/CPAs under 37 CFR 1.53(d)) to maintain pendency hereof or of any such related application.					
<b>SUBMITTED BY: STAAS &amp; HALSEY LLP</b>					
Typed Name	J. Randall Beckers			Reg. No.	30,358
Signature				Date	<i>September 23, 2003</i> <i>August 22, 2003</i>

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